

### **CHILD WELFARE AND YOUTH SERVICES CLIENTS ONLY**

If after going through the local agency formal complaint process you are still dissatisfied with the outcome, you can request the Department of Children and Families (DCF), as the state agency overseeing child welfare and youth services, review your complaint. You may ask the agency to forward your grievance to the Area Administrator or you may send it yourself to: Area Administrator, Department of Children and Families, PO Box 8947, Madison, WI 53708-8947.

### **MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES CLIENTS ONLY**

If your grievance went through the county level of review and you are dissatisfied with the decision, you may appeal it to the Area Administrator to request a final State review. If you are paying for your services from a private agency, you may appeal the decision directly to the Area Administrator. You must appeal to the Area Administrator within 14 days of receiving the decision from the previous appeal level. You may ask the agency to forward your grievance to the Area Administrator or you may send it yourself to: Administrator of the Division of Mental Health and Substance Abuse Services or designee, DMHSAS Administrator, P.O. Box 7851, Madison, WI 53707-7851.

### **CHILD SUPPORT CLIENTS—SEE SPECIFIC COMPLAINT FORM**

#### **Mission Statement**

Providing quality services for individuals and families in a safe, supportive, respectful partnership by promoting health, well-being, and self-sufficiency.

#### **Vision Statement**

To promote safety, well-being, and self-sufficiency for the individuals of Juneau County. We strive to do so by remaining open-minded to the ideas and suggestions of others; provide person-centered services in the least intrusive and least restrictive way possible; collaborate with our departments and community partners; to function with integrity in all matters, manage public resources responsibly; and acknowledge the values and beliefs of others in a courteous and respectful manner.

#### **Juneau County Department of Human Services**

200 Hickory Street  
Mauston, WI 53948

Ph: 608-847-2400  
Fax: 608-847-9421

#### **Office Hours**

Monday through Friday  
8:00am - 4:30pm

Follow us on Facebook  
@JuneauCountyDHS



## **Juneau County Department of Human Services**

## **Complaint/ Grievance Process**

# Complaint/Grievance Process

## Juneau County Department of Human Services Complaint/Grievance Process

The goal of all human/social service agencies is to ensure the safety and well-being of children and adults. If you are receiving services from any Juneau County Department of Human Services program, you have certain rights, which include:

- You must be treated with dignity and respect, free from any verbal, physical, emotional or sexual abuse.
- You have the right to have staff make fair and reasonable decisions about your treatment and care.
- You will not be treated unfairly because of your race, national origin, sex, age, religion, disability or sexual orientation.
- You will not be made to work except for personal housekeeping chores. If you agree to do other work, you must be paid.
- You may make your own decisions about things like getting married, voting and writing a will, if you are over the age of 18, and have not been found legally incompetent.
- You may use your own money as you choose.
- You will not be filmed, taped or photographed unless you agree to it.

You also have the right to express concerns as a complaint. The agency has a responsibility to review your concerns as quickly and effectively as possible. Handling complaints at the local level helps to assure that local agencies are aware of concerns and agencies are accountable for decisions made and actions taken by agency staff. Please note this complaint process does not limit you from using other remedies that may be available to you under the law. There are two ways your concerns can be reviewed—informally and formally.

## INFORMAL COMPLAINT PROCESS

The best way to start resolving concerns is with the informal complaint process. The informal process is the fastest way to resolve issues and helps develop the relationship between you and your agency worker. The informal process may include talking with your agency worker, another staff person with whom you have been working, or the supervisor. You can contact the agency to request a call or meeting with agency staff to discuss your concerns. If you do not wish to use the informal process or have tried to discuss the concerns with the agency worker and/or supervisor and the issues are not resolved, you can use the formal complaint process. If a formal complaint is submitted, it will be handled through the formal process. You may continue to discuss the issue with the agency worker or supervisor informally while the formal complaint is being processed.

For both the informal and formal complaint process, you may request that a third party of your choice participate to help you in talking with agency staff. If you have a disability or communication limitation, you can have someone assist you with your complaint. If you want someone to be your advocate during the complaint process, the agency will decide if the third party can participate. For a third party to participate in discussions about your case, you will have to sign a release of information form to allow the agency to share information about your case. The third party must have a completed release of information to participate. The third party should not have a conflict of interest with your case. The third party must also participate in a respectful manner. The agency will let you know if the third party can participate.

## FORMAL COMPLAINT PROCESS

If you feel your concerns were not resolved through the informal process, you may file a written complaint and use the formal complaint process. To use the formal complaint process, follow the steps described below.

1. Complete the Juneau County Department of Human Services Complaint Form explaining your concerns and what you want the agency to do to resolve your concerns. You may ask a staff member to assist you in completing the form.
2. Send the complaint form to the agency address listed at the bottom of the form. Addressed, stamped envelopes are available at the agency for you to mail the form back at your convenience.

The agency will contact you to schedule a time for you (and third party if applicable) to speak to the person reviewing your complaint by telephone, videoconference, or in-person to allow you to present information about your complaint. The meeting or call will be scheduled at a time that is convenient for you. If you do not respond to attempts to schedule the meeting or call, or if the meeting or call is scheduled and you do not participate, your complaint will be closed. Once the complaint form is received, the Juneau County Department of Human Services Grievance Officer or designee will review your complaint. The review generally includes:

1. Reviewing the case record and other documentation related to your concerns.
2. Speaking with you to gather information about your concerns and what you want the agency to do to resolve the concerns.
3. Speaking with your agency worker, other agency staff and other persons (such as service providers) as necessary to gather additional information about your concerns.

The complaint reviewer will respond to you in writing within 30 calendar days from the date the complaint was filed. The written response will indicate what actions the agency will take to respond to your concerns.